



Mohammed Asif Baghbaan

IT Manager

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Profile

IT hospitality professional, with more than a decade experience in the industry , specializing in IT strategy and system implementation, including a hotel cluster pre-opening. I work extremely well under pressure and am able to deliver projects within the deadlines, with successful roll-out. My international exposure qualifies me for a management position with any accelerated ,highly paced IT or hospitality company.

Work Experience

IT Manager

Radisson Hotel, Salem TN, India

November 2019– till date

- ◆ Provide day-to-day services to the end-users including the connection of PC's and laptop's on the hotel network, creation and resetting of passwords for all business applications, managing software deployments etc. to ensure compliance with pre-defined IT standards and policies.
- ◆ Managing projects like guest service, in room-technology & call center (HOTLYNC).
- ◆ Responsible for smooth operations of the entire I.T. Operations.
- ◆ Responsible for budgeting & procurement of equipment's.
- ◆ Familiar with Accounting application-Alif (Boss), EMMA CRS, REZPORTAL, Touché, PAYPAC etc.
- ◆ Managing hotel operation as an MOD as per schedule.

Cluster IT Assistant Manager

Al Seef by Jumeirah, Dubai

February 2018—October 2019

- ◆ Cluster strategy and roll-out of systems and applications (3 hotels– 540 rooms)
- ◆ Assisted the pre-opening team in Installation, implementation & training of Opera PMS, Symphony, Sun Systems Financial Accounting Application, Adaco, HOTSOS, Sales & Catering application and Jumeirah propriety applications.
- ◆ Handle projects implementation SuitePad, SafeQ and Imaginal (IVR).

IT Specialist

Jumeirah Group , Dubai

August 2015—January 2018

- ◆ Provide support to the end-users both through phone and onsite for all Jumeirah properties globally
- ◆ Managing RSA token for VPN connection
- ◆ Managing and troubleshooting Opera related issue
- ◆ Managing and troubleshooting Sales force for sales department
- ◆ Managing and troubleshooting Avaya phone for users
- ◆ Managing Adaco web app for supply chain logistic.
- ◆ Managing Monthly user review for Audit purpose

Qualifications & Recognition

Manager of the Quarter 2019

Zabeel House Al Seef by Jumeirah ,Dubai

Employee of the year 2014

RAMADA ENCORE DOHA

Microsoft Certified Professional, Installing, Configuring, and Administering Microsoft® Windows®

Project Management Professional Certification from Udemy.com

Bachelor Degree BSc in Computer Science

Mangalore Institute Of Technology Science

Languages

English



Hindi



Kannada



Key Skills

Strategic Thinker

Interpersonal skills

Resilient

Extensive IT systems & applications

Leadership

Conflict Management

Time Management

Sociable

Analytical & problem solving skills

Attention to details